



November 15, 2017

IMPACT's mission is to change lives, for good.

- Helps restore the health and productivity of individuals, organizations and workplaces leading to an improved quality of life for our entire community
- Has served the community for more than 50 years
- Is a regional service provider headquartered in Southeastern Wisconsin

IMPACT's Family of Services

IMPACT 2-1-1

is a central access point during times of personal crisis or community disaster to get connected to information and assistance.

IMPACT Planning Council

conducts research, evaluates data and convenes stakeholders to advance community health and human services

IMPACT Alcohol and Drug Abuse Services

includes consultation and referral for those concerned about alcohol or drug use.

IMPACT Awareness

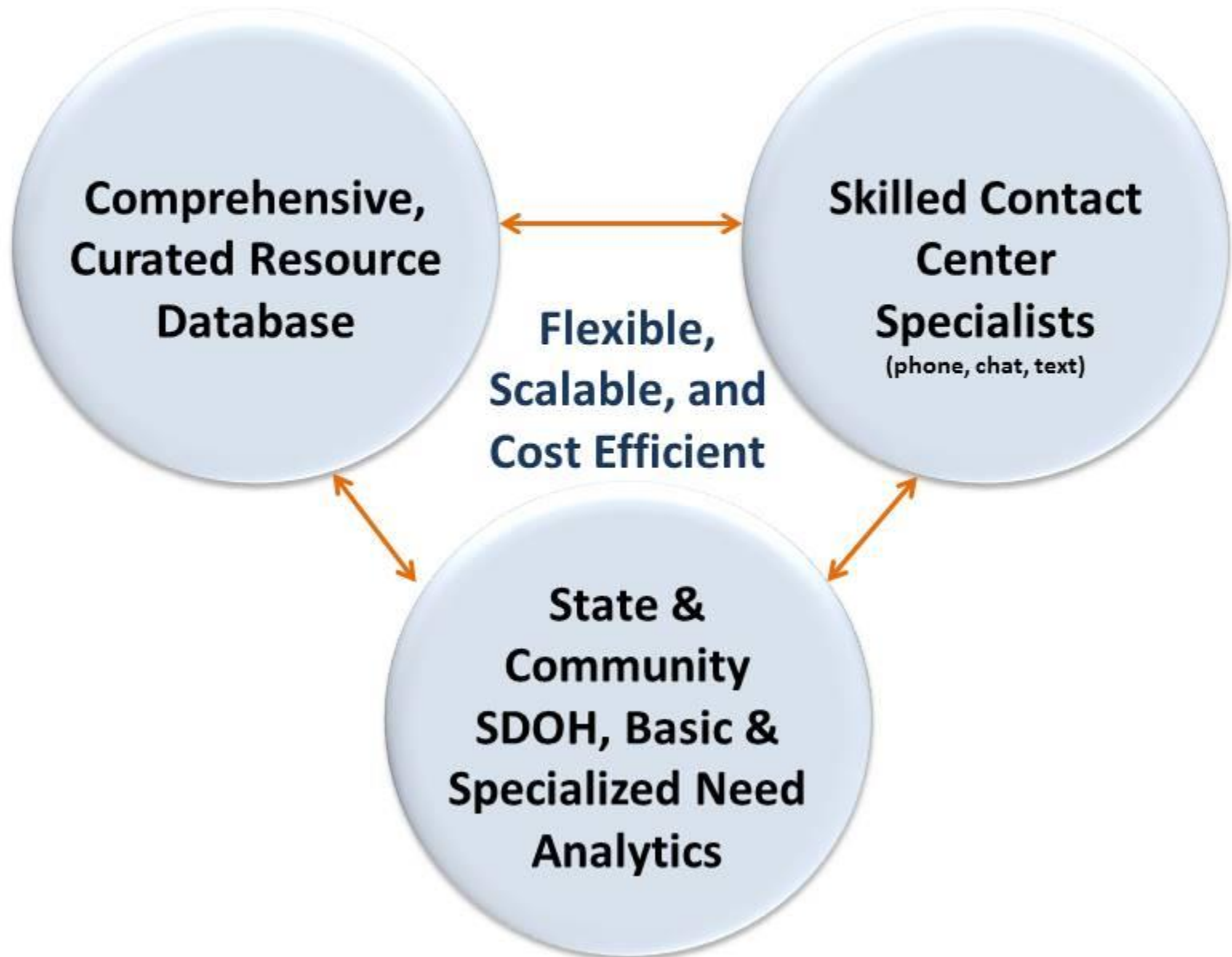
raises community consciousness about risky drinking and promotes healthy lifestyles.



Serving nine counties throughout Southeastern Wisconsin.

- 2-1-1 Wisconsin consists of seven providers.
- IMPACT 2-1-1 responded to 64% of the state's calls in 2016, covering 79% of the state population over nights, weekends and holidays
- 2-1-1 Wisconsin is the 10th largest system in the United States
- IMPACT 2-1-1 had the 11th highest call volume in 2016 in US *
- 93% of the U.S. population is served by a 2-1-1 system

2-1-1 Wisconsin: Suite of Services



Resource Library

- Most complete inventory of family, health and human service providers in the nine-county region plus access to the entire State of Wisconsin set of resources.

	IMPACT 2-1-1	2-1-1 Wisconsin System
Agencies	1,751	14,201
Sites	4,484	24,145
Programs	4,220	22,147
Services	26,034	173,510

IMPACT 2-1-1

Can be reached 24 / 7 / 365

Simply dial 2-1-1, or

414-773-0211, or

Toll free at 1-866-211-3380

Text message ZIP Code to 898-211

Chat message, go to

<http://www.impactinc.org/impact-2-1-1/>

Phone Answering Metrics

Period	Speed of Answer
January 2017	1 min. 55 sec.
February 2017	1 min. 49 sec.
March 2017	1 min. 25 sec.
April 2017	1 min. 16 sec.
May 2017	1 min. 51 sec.
June 2017	1 min. 48 sec.
July 2017	1 min. 59 sec.
<i>August 2017</i>	<i>3 min. 9 sec.</i>
September 2017	1 min. 56 sec.
October 2017	1 min. 46 sec.
Year-so-far	1 min. 51 sec.

*** Flood Calls**

www.impactinc.org

How we do our work



How we do our work

Assessing and defining a presenting problem and underlying issues

Problem solving to identify a course of action and options

Matching resources to address the problem

Assisting with system navigation and *providing advocacy* when needed

Following-up for complicated and serious situations

Conducting quality assurance follow-ups



Contact Volume for the year-so-far: Ozaukee County Customers

Month	Number
January	25
February	28
March	28
April	24
May	23
June	24
July	30
August	25
September	22
Total Contacts	229

Social Determinants of Health

Basic human needs often trump health needs. When people cannot feed their families, pay the bills to keep their heat on, or pay the rent, getting a mammogram or colonoscopy (or any other health action) is understandably a secondary concern. Increasingly, public health professionals are realizing that it is important for health interventions to respond to individuals within their social context (Fielding, 2013). To improve health and reduce health disparities, public health professionals must find ways of addressing unmet basic needs in vulnerable populations.

Unmet basic needs do not simply co-occur with health disparities; they diminish people's ability to attend to health issues as well as their responses to interventions promoting health.

Tess Thompson, MPH, MPhil¹, Matthew W. Kreuter, PhD¹,
and Sonia Boyum, MA, MS¹

Social Determinants of Health

Social determinants of health are micro (small scale) and macro level (large scale):

- **Individual (age, gender, race, language)**
- **Behavior and Choices (smoker, eating habits, exercise, drug use)**
- **Access To (healthcare, housing, food security, employment)**
- **Environment (sidewalks, parks, neighborhoods, public transportation)**
- **Community/Politics**

What are our customers calling about?

Ozaukee County Customers

(major categories)

January – September 2017

Service Requests by Category	Ttl	Pct of Callers
Housing	86	37.6%
Substance Use Disorders	58	25.3%
Mental Health	24	10.5%
Health Care	22	9.6%
Legal, Consumer and Public Safety	19	8.3%
Food/Meals	15	6.6%
Income Support/Assistance	14	6.1%
Information Services	14	6.1%
Utilities	10	4.4%
Transportation	9	3.9%
Individual, Family and Community Support	7	3.1%
Clothing/Personal/Household Needs	3	1.3%
Employment	3	1.3%
Volunteers/Donations	3	1.3%
Other Government/Economic Services	1	0.4%
Arts, Culture and Recreation	0	0.0%
Disaster Services	0	0.0%
Education	0	0.0%

What are our customers calling about?

Ozaukee County Customers

(major categories)

January – September 2017

Service Requests by Category	Ttl	Pct of Callers
Health, Mental Health, Substance Abuse	104	45.4%
Housing and Shelter	86	37.6%
Community and Legal Services	44	19.2%
Other Basic Needs	22	9.6%
Income Security	17	7.4%
Food	15	6.6%

Agency Referrals: Ozaukee County Customers January to September 2017

Top Ten Agency Referrals	Ttl	Pct of Callers
OZAUKEE COUNTY DEPARTMENT OF HUMAN SERVICES	36	15.7%
SALVATION ARMY OF OZAUKEE COUNTY	29	12.7%
RESCARE, INC	19	8.3%
ADVOCATES OF OZAUKEE	14	6.1%
ROGERS MEMORIAL HOSPITAL	13	5.7%
AURORA BEHAVIORAL HEALTH SERVICES	10	4.4%
RURAL HOUSING	9	3.9%
WISCONSIN COMMUNITY MENTAL HEALTH COUNSELING CENTERS	9	3.9%
FOOD PANTRY, INC	8	3.5%
IMPACT, INC	7	3.1%

Ozaukee County Customers January to September 2017

Calls Rank	Municipality	Calls	Pct
1	Mequon	50	21.8%
2	Grafton	41	17.9%
3	Port Washington	41	17.9%
4	Cedarburg	34	14.8%
5	Saukville	30	13.1%
6	Belgium	9	3.9%
T7	Fredonia	6	2.6%
T7	Thiensville	6	2.6%
9	Cedar Grove	2	0.9%
10	Waubeka	1	0.4%
	Not Specified	9	3.9%
	Total	229	

Crisis Intervention Steps

- **Assess for safety and intervene if needed**
 - **911**
 - **Local police**
- **Provide warm transfer to appropriate experts**
 - **Mental health professionals**
 - **Child abuse/neglect**
 - **Elder and dependent adult abuse/neglect**
 - **Domestic violence**
 - **Sexual Assault Treatment Center**
 - **Health professionals**
 - **Nurse lines**
- **Schedule a follow up call**
 - **Check in**
 - **Additional resources or help?**

Collaborations and Services

County Health and Human Services

- Behavioral health
- Substance use disorders
- Adult protective services
- Child protective services
- Department on Aging
- Emergency Management

Special Initiatives

- VITA free tax preparation assistance
- Sister Pact
- Waukesha County Heroin and Other Illicit Drug Abuse Task Force
- West Allis Mental Health Task Force
- Milwaukee County Shelter Coordinated Entry

Afterhours Relief

- My Choice Family Care (serves 22 counties in WI)
- Parent Helpline
- 2-1-1 statewide assistance

Emergency Preparedness and Response



History

- Hurricane response and preparedness
- Public health emergencies
- Flooding
- First responder support

Participation

- Hurricane Katrina Evacuee Response
- Hurricanes Harvey and Irma Preparedness
- Regional and Local Flooding in SE Wisconsin
- Long-term recovery
- Excessive Heat/Cold Task Force
- Influenza
- Waterborne Illness
- Diversion from non-emergency 911 calls
- “Crisis Intervention Teams” Training
- Address Social Determinants of Health
- Get Resources into the Hands of Responders



For more information visit www.impactinc.org

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Update Resource Listings
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